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## Rowan Email & Technology Activation Information Guide

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### PART I: INFORMATION YOU SHOULD KNOW BEFORE YOU GET STARTED

*This document contains detailed instructions for setting up and using Rowan's student information system (Banner), for activating your Rowan Network Account, and for accessing your official Rowan email. **Every new CPCE student and/or first-time online CPCE student must follow the instructions in this document in order to properly set up and access Rowan's main technology-related service systems. Please read it carefully and be sure to complete these steps well before your class/program begins.***

#### **The Technology Guide & the CPCE Registration Process**

As a special service, the CPCE Enrollment Team manually registers all matriculated CPCE students for all of the CPCE courses that are required for their program. In order to trigger the process, admitted CPCE students must sign and return to the CPCE Enrollment Team the Signature Page of the CPCE Student Guide & Agreement. This document is included in the admitted student's emailed admission packet from the CPCE Administrative Advisor. (CPCE students will need to submit the Signature Page only one time, not each term or year.)

Once in receipt of a Signature Page, the CPCE Enrollment Team will then register the student for their CPCE courses for the academic year according to the Personalized Course Sequence (PCS) that was given to them by their CPCE Administrative Advisor. After registration is performed, the CPCE Enrollment Team sends a registration confirmation email to registered CPCE students, which includes any additional instructions or steps to finalize the registration process. A registration confirmation email is also sent any time a change is made to a student's registration. Every registration confirmation email will reference this Technology Guide; however, current/continuing students should have already completed most of the activation steps and, therefore, only certain items in this document may apply. However, it is the student's responsibility to read carefully and to ensure that they have followed all necessary instructions in order to properly participate in their class(es). A similar registration confirmation email is also sent to any non-CPCE student/traditional Rowan student for whom manual registration into a CPCE class was performed.

### PART II: CPCE EMAIL & TECHNOLOGY ACTIVATION PROCESS

The CPCE email & technology activation process is broken down into 5 major sections. You should identify which sections (possibly all 5) pertain to you based on the program and course(s) for which you are registered.

1. **Activate your Rowan Network Account** – Required of All CPCE Students
  - You will only have to activate your Rowan Network Account once. Once you have your username and password, you will use it to access email, computer networks, and other facilities on campus and online.
2. **Activate your Rowan Self Service Account (Banner)** – Required of All CPCE Students
  - You will only have to activate Banner once, but you will check and use the system often.
3. **Access your Rowan Email Account** – Required of All CPCE Students
  - Once you have your Rowan Network Account and password, you have the information you need to access your email. Since this is the only address used for all official Rowan communication, students must monitor this account regularly.
4. **Access Courses that are Online/Hybrid/Web-Assisted** – Required only of those students in an online/hybrid/web-assisted course or program. (*Unsure? Check the "session" and "title" columns in the Section Tally at [www.rowan.edu/cpcecoursesearch](http://www.rowan.edu/cpcecoursesearch). If either of these includes the words "online" "hybrid" or "web-assisted," then you will need to follow the instructions in this section.*)
  - You must login and access your course 4-5 days before each start date; once in, you should access it on a very regular basis in order to keep up with expectations and assignments.
5. **Complete the Online/Hybrid Student Tutorial** – Required only of those new/first time students in an online/hybrid course/program. (*Unsure? Check the "session" and "title" columns in the Section Tally at [www.rowan.edu/cpcecoursesearch](http://www.rowan.edu/cpcecoursesearch). If either of these includes the words "online" or "hybrid" then you will need to follow the instructions in this section.*)
  - You will only have to complete the tutorial once – the first time you enroll in an online/hybrid course.

## SECTION 1: ACTIVATE YOUR ROWAN NETWORK ACCOUNT – REQUIRED OF ALL CPCE STUDENTS

All Rowan students will receive two accounts (Rowan Network and Rowan Self Service), each of which has its own set up, ID/Username and PIN/Password. Detailed instructions/steps that all CPCE students must follow are below.

### 1. Rowan Network Account

#### a. What is it?

- The Rowan Network controls all computing networks and facilities at Rowan University including your official Rowan student email, Library Services, and the Blackboard System (for online, hybrid, or web-assisted courses offered through CPCE).
- This account consists of a username and password that will allow you to gain access to all of the above.
- NOTE: If you did not previously have a Rowan Network Account, it may take up to 24 hours (on a weekday, or longer over a weekend) from the time you are initially registered in your first CPCE course for a new account to be set up.

#### b. What do I need to do to activate it, and will I need to access this site in the future?

- “Activating” your Rowan Network Account simply entails the following:
  - To obtain and activate your Rowan Network Account, visit <http://www.rowan.edu/password/activation> and carefully follow the instructions on this web site to activate your account.
  - At the end of the process, the site will issue you an **account username** (typically the first 6 letters of your last name followed by a random number. Variations occur to prevent duplication between users with the same last name).
  - You will also be given a temporary **password** to use with the account.
    - Changing Your Password: Students should change their temporary password at their earliest convenience. To change your password, visit <http://www.rowan.edu/password>, and carefully follow the instructions on this web site.
- You will use your Network username and password anytime you need to access your email, login to the Blackboard system, use on-campus computer or access a variety of other computing facilities at Rowan. Except for the activation process, you should not need to visit the activation page again.

#### c. Problems? Periodic problems may occur when activating your Rowan Network Account.

- If you run into problems, make sure that all your information in the Banner Self Service System (see below) is accurate (name, birth date, address, etc.). If any of the information is inaccurate, contact your CPCE Administrative Advisor so that corrections can be made. (CPCE can make all corrections except legal name change corrections. Those are handled by the Registrar’s Office. To change your name in the Rowan system, please visit: <http://www.rowan.edu/provost/registrar/address.html> for instructions.)
- Also, one of the items asked for is your Social Security Number. The instructions tell you to use your Rowan ID Number if you don’t have your Social Security Number. However, if you have your Social Security Number, but you did not provide it to Rowan University you may need to use your Rowan ID Number. Essentially, try your Social Security Number but if it doesn’t work try your Rowan ID Number.
- If you continue to experience problems, email your request for support to [online@rowan.edu](mailto:online@rowan.edu) and provide a description of any errors you have received in the process.

#### d. Anything else I need to do? Once you have successfully activated your Rowan Network Account you should be all set to access the services listed in this section.

## SECTION 2: ACTIVATE YOUR ROWAN SELF SERVICE ACCOUNT – REQUIRED OF ALL CPCE STUDENTS

All Rowan students will receive two accounts (Rowan Network and Rowan Self Service), each of which has its own set up, ID/Username and PIN/Password. Detailed instructions/steps that all CPCE students must follow are below.

### 2. Banner Self-Service Account

#### a. What is it?

- Rowan Self Service is the name of Rowan’s Student Information System. Students, faculty and staff use the Self Service section of Banner ([www.rowan.edu/selfservice](http://www.rowan.edu/selfservice)) for a multitude of items including: course registration, accessing Rowan transcripts/grades, viewing and updating personal information, and viewing and paying your bill.
- This account consists of your Rowan ID (also called your Banner/Student ID) and a PIN. This is for use with the Rowan Self Service system *only*.

#### b. What do I need to do to activate it and will I need to access this site in the future?

- “Activating” your Rowan Self Service Account simply entails logging in for the first time following the steps below:
  - To access the Banner System, visit <http://www.rowan.edu/selfservice>. (Please note that this re-directs you to a web-secure (https://) page. Some organizations block this on their network for security purposes. If you are unable to reach this web page while at your work place, you may want to try to access it from home.)
  - Once in the site, click the link titled *Access Banner Services, Secure Area – Login Required*. In the login fields provided, enter your Rowan ID and PIN numbers and Login. You now should have access to a menu of student services.

## **Banner Self-Service Account Continued**

- Know your **Rowan Student ID Number**: Your Rowan ID is a unique 9-digit number and has already been issued to you in your official admission letter (at the bottom of the page). This is your official ID number that will help identify you at Rowan throughout your time here. If you ever forget your ID, you may retrieve it by visiting <http://www.rowan.edu/password/activation>. This is the same activation page you used in Section 1 for the Network Activation. Going through that same process will list your Rowan ID as well. Know your Rowan ID and protect this information carefully.
  - Know/Change your **Rowan/Banner PIN**: By default, you are given a temporary PIN number that is your 6-digit birth date without punctuation (MMDDYY). It is recommended that you use this default number until you are well into your classes and have confirmed payment and any other issues. For privacy/protection reasons, it is then strongly recommended that you change your Rowan PIN. To do this (or to reset your PIN if you ever forget it) visit the same activation page listed above and follow the steps provided.
  - You will use Rowan Self Service to confirm your registration every time you receive a registration confirmation email from the CPCE Enrollment Team and to pay your bills so you will access it on a regular, ongoing basis.
- c. **Problems?**
- Some issues can occur when logging into Self Service for the first time. If you were previously a Rowan student, your PIN may still be set to an old PIN, in which case you can continue to use that PIN (if you remember it) instead of your 6-digit birth date. If you have forgotten your previous PIN click *Forgot Pin?* on the Self Service site and you can try to reset it on the *My Banner* page to which it links you. If at any point, your account locks you out or other problems persist, contact the Registrar directly for assistance by calling 856-256-4350. (Visit the Registrar web site <http://www.rowan.edu/registrar> for additional information and office hours.)
- d. **Anything else I need to do?**
- Because the Rowan Self Service site includes your personal information, it is strongly recommended that you also confirm this information and notify your CPCE Administrative Advisor or [cpceacademicservices@rowan.edu](mailto:cpceacademicservices@rowan.edu) if any changes ever need to be made.
  - Confirm any recent registration to be sure you are in the correct classes and be sure to follow any remaining registration-related steps (purchasing texts, making payment) that are listed in the registration confirmation email you were sent by the CPCE Enrollment Team.

## **SECTION 3: ACCESS YOUR ROWAN EMAIL ACCOUNT – REQUIRED OF ALL CPCE STUDENTS**

### **3. Rowan Email Account**

- a. **What is it?**
- **Your Rowan email is the address used for all official correspondence/communication by Rowan University.** This includes any communications from the Registrar about registration, Bursar about bills/payment, Financial Aid about your aid package (if applicable) and your instructor regarding important class-related issues.
  - This email account is assigned to you automatically and it is a combination of your Rowan Network Account Username and “@students.rowan.edu.” (For example, if your Rowan Network Account username is: smith87, your Rowan Email will be [smith87@students.rowan.edu](mailto:smith87@students.rowan.edu).)
- b. **What do I need to do to activate it, and will I need to access this site in the future?**
- “Activating” your Rowan Email Account simply entails logging in for the first time by following the steps below:
    - To access your email account, please visit [mail.students.rowan.edu](mailto:students.rowan.edu). Enter your Rowan Network username and password then click “Login.”
  - Because your Rowan email is used for all official communication, you will access this site regularly (on at least a daily basis).
    - If you use a third-party email address (i.e. Comcast, hotmail, etc.) and do not expect to use the Rowan Student Email system, **you must forward your Rowan Student Email to your third-party address** to ensure that you receive important information. Directions on how to forward your email can be found at <http://www.rowan.edu/toolbox/email/student/>.
    - Please note that student email is private and neither monitored nor accessible by Rowan University faculty members.
- c. **Problems?** If you require additional assistance with your Rowan email account, please contact [support@rowan.edu](mailto:support@rowan.edu).
- d. **Anything else I need to do?** Simply be sure to check your Rowan email account regularly.

## **SECTION 4: ACCESS COURSES THAT ARE ONLINE/HYBRID/WEB-ASSISTED – REQUIRED ONLY OF THOSE STUDENTS IN AN ONLINE/HYBRID/WEB-ASSISTED COURSE OR PROGRAM**

*(Unsure? Check the “session” and “title” columns in the Section Tally at [www.rowan.edu/cpcecoursesearch](http://www.rowan.edu/cpcecoursesearch). If either of these include the words “online” “hybrid” or “web-assisted,” then you will need to follow the instructions in this section.)*

### **4. Accessing Online/Hybrid/Web-Assisted Courses**

#### **a. What is it?**

- All CPCE Courses with any amount of online content (fully online, hybrid, or courses with some web-based materials) are managed by the CPCE Online Division. The content for these courses is hosted in CPCE’s Blackboard Learning System (formerly WebCT).
- You will use your Rowan Network Account username and password to access your online/hybrid/web-assisted courses.

#### **b. What do I need to do to activate/access my courses, and will I need to access this site in the future?**

- **Accessing your online/hybrid/web-assisted courses simply entails logging in by following the steps below:**
  - To access your online/hybrid/web-assisted course, please visit [students.rowanonline.com](http://students.rowanonline.com). Click on “Login to Blackboard,” and, once on that page, enter your Rowan Network Username and password in the boxes and follow the instructions. (You will access your course in this way whether it is online/hybrid or web-assisted.)
- **You will need to access your course in Blackboard on a regular, ongoing basis.**
  - Once you have been registered for any online/hybrid/web-assisted course(s), you will automatically be registered for that course in the Blackboard system – although this may take up to 24 hours to activate.
    - At the beginning of each module, courses will become available to students approximately 4-5 days prior to the start of the module assuming that you have been registered for the course and that you have completed the Technology Activation process through Rowan by following all the instructions in this document.
    - **Please access your course as soon as possible each module and familiarize yourself with the syllabus, deadlines, navigation, etc.**
  - You will be required to log in on a regular basis. If you are in an online/hybrid course, check the “Online Student Expectations Sheet” available at [www.rowan.edu/cpce](http://www.rowan.edu/cpce) under “Forms” for important details. If you are in a web-assisted course, check the syllabus you receive from your instructor for further instructions about frequency of access, etc.

c. **Problems?** If you experience any technical issues, get immediate Tech Support by calling our 24/7 toll-free hotline: 1-866-223-0157. CPCE students, please do not contact the Rowan Support Desk for online/hybrid/web-assisted course assistance.

#### **d. Anything else I need to do?**

- Be sure to follow your course syllabus, access your course in Blackboard frequently, and check your Rowan email regularly for the best chances of success in your online/hybrid/web-assisted course.
- As already mentioned, it is very important that all online/hybrid/web-assisted students also read and understand the “Rowan Online Student Expectations” sheet available from [www.rowan.edu/cpce](http://www.rowan.edu/cpce) under “Forms.”

## **SECTION 5: COMPLETE THE ONLINE/HYBRID STUDENT TUTORIAL – REQUIRED ONLY OF THOSE NEW/FIRST TIME STUDENTS IN AN ONLINE/HYBRID COURSE/PROGRAM.**

*(Unsure? Check the “session” and “title” columns in the Section Tally at [www.rowan.edu/cpcecoursesearch](http://www.rowan.edu/cpcecoursesearch). If either of these include the words “online” or “hybrid” then you will need to follow the instructions in this section.)*

### **5. Mandatory Online/Hybrid Student Tutorial**

#### **a. What is it?**

- All first-time Rowan Online students are required to participate in the Online/Hybrid Student Tutorial course. This course is mandatory and is designed to prepare students by acclimating them to the online technology and services that are part of the online class environment. The tutorial is available in the Blackboard Learning System and is a self-paced program. There are 5 individual sessions, each concluding with a mini-quiz to test your understanding of the tutorial.
- You will use your Rowan Network Account username and password to access the Tutorial.

#### **b. What do I need to do to access the tutorial, and will I need to access this site in the future?**

- Accessing the tutorial simply entails by following the steps below:
  - To access the Online/Hybrid Tutorial, please visit [students.rowanonline.com](http://students.rowanonline.com). Click on “Login to Blackboard,” and, once on that page, enter your Rowan Network Username and password in the boxes.
  - Once you’ve successfully logged in, the CPCE-Online Student Tutorial will appear as a link. Click on that link, and read the instructions to get started.
- You need only complete the tutorial the first time you take an online course with Rowan.
  - Once you have been registered for any online/hybrid course(s), you will automatically be registered for the tutorial.

### **Mandatory Online/Hybrid Student Tutorial Continued**

- You can work on the tutorial course one section at a time, leaving and returning to the course as your schedule permits. It will take an average of 3 to 5 hours to complete the tutorial. Technical assistance is provided within the course. You must complete all 5 sessions in the tutorial course in order to gain access to your first online course. It is recommended that you complete the tutorial at least 4-5 days before the class begins.
- c. **Problems?** If you experience any technical issues, get immediate Tech Support by calling our 24/7 toll-free hotline at 1-866-223-0157, or contact [online@rowan.edu](mailto:online@rowan.edu) for assistance.
- d. **Anything else I need to do?** Once your tutorial is complete, simply make sure you login to your course(s) and follow the instructions listed.

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## **PART III: QUESTIONS & ASSISTANCE**

**Technical Questions?** If you require technical assistance or experience difficulty with any part of the instructions in this Guide at any time, take the following course of action:

- For CPCE students enrolled in online/hybrid/web-assisted courses, email [online@rowan.edu](mailto:online@rowan.edu) to report the problem.
- For all other CPCE students, email [support@rowan.edu](mailto:support@rowan.edu) to report the problem.

**General Questions?** Let us know if you experience any problems or have any questions. You can contact your CPCE Administrative Advisor or email [cpeacademicservices@rowan.edu](mailto:cpeacademicservices@rowan.edu) for further assistance.

**ENJOY YOUR CLASS!**